FAQ (July 2012)

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General

Does ClickShare also share the sound of the laptop?

Currently not. Audio will be available at the end of 2012 through a free of charge software update. Audio will be available from a separate audio output from the base unit. The audio signal is not included in the DisplayPort or DVI-I signal.

The specifications mention 4 sources simultaneously on the screen and 25 simultaneous connections ready to share. Can you explain this further?

When you have a meeting with 25 participants, each one of them can plug a ClickShare Button in their laptop and the Button will indicate that it is "Ready to share" by solid white LEDs. Of those 25 people, four can share their content on the central display at the same time, showing a quadrant view of four different sources. Their ClickShare Buttons will show solid red LEDs because they are sharing content.

What happens when four people are sharing their content and a fifth person wants to share as well?

When a fifth person pushes the ClickShare Button, a message will appear on the laptop of this user informing him or her that the central screen is full. However, the "Show me full screen" feature still works. When the fifth person holds the button for more than 1.5s, the other sources are removed and the 5th source is shown full screen.

Is there a "chairman" ClickShare Button that can control the other Buttons?

No. Each ClickShare Button has the "show me full screen" feature, which allows the user to remove all content from the central display and replace it with his own content, full screen.

Does ClickShare support extended desktop?

No, only the primary screen of the laptop is scraped, even if your laptop is in a docking station and connected to a second monitor with extended desktop.

Does ClickShare support dual screen presentation mode in MS PowerPoint?

As extended desktop is not supported, this functionality of MS PowerPoint is also not supported.

How does ClickShare maintain color depth for images?

ClickShare transfers and displays the image data using a 24 bit color depth in an RGB color space.

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Compatibility

Do you support iPad?

Not in the first release. Support for iPad will be available in Q1 2013 and it will be backwards compatible with the hardware of the first release.

Do you support Android tablets?

No, and we have no plans to support them in the near future.

Do you support Windows tablets?

Not in the first release. Timing of availability for support for Windows tablets is not yet determined.

Is ClickShare compatible with Linux laptops?

No.

How does ClickShare work with video conferencing equipment?

If the video conferencing codec has a separate data channel, you can use the video output of the ClickShare Base Unit as a video input in the codec.

Do you offer an API or do you support RS-232 so we can control the ClickShare Base Unit from other devices?

No, we do not offer an API or support RS-232 for the first release of ClickShare.

Is ClickShare compliant with HDCP?

Yes, ClickShare is compliant with HDCP. This means that when HDCP content is shared with ClickShare, a black image will be shown on the central display.

Administration

Can you trigger a display wake up or stand by?

The integrator can define a period of inactivity (i.e. no ClickShare Button is connected to the Base Unit), after which the ClickShare Base Unit will mute the video output to the display or projector. Depending on the configuration of the display or projector, this can trigger a standby mode in the display or projector.
As soon as a ClickShare Button is plugged into the laptop and connecting to the Base Unit, the Base Unit restores the video output signal to the display or projector, showing a welcome message or introduction screen. Another way to control the standby behavior of the ClickShare Base Unit is by pressing the standby button at the front of the unit.

Do I need to install something on my PC?

No. When you plug in the ClickShare Button, a drive will appear among the devices with removable storage. On this ClickShare drive, an executable is available for Windows and for Mac. Double clicking this executable will start the application required to use ClickShare. When the meeting has ended, you can simply plug out the ClickShare Button and nothing will be left on your computer.

Do I always need to start the application at the start of every meeting?

If you choose the "zero installation" scenario, you indeed have to start the application every time you start using a ClickShare Button. For the rest of the meeting, you can simply click the Button to share your content or to remove it from the central screen.
If you want to avoid starting up the application each meeting, you can choose to install a service on your laptop. You can find this starter service installer on the ClickShare drive as well. Once installed, this service runs in the background. Upon detecting a ClickShare Button being plugged in, it starts the ClickShare application automatically. Note that you will need administrator rights on the laptop to install this service.

Do you offer a solution to protect the ClickShare Buttons from theft?

We do not offer a specific solution to protect the ClickShare Buttons or detect that they leave the room. However, their design avoids confusion with a USB flash drive. Moreover, the ClickShare Button is designed in such a way that people will notice it when walking away from the meeting room (weight, size, cable,…).
In the rare case that one takes the Button away from a meeting room by mistake, the AV Manager can pair the Button, when returned, with any meeting room.
The ClickShare Button can only be used in combination with a ClickShare Base Unit.

Can we fixate the ClickShare Button to the table?

There are no provisions to fixate the ClickShare Button on the table.

Does the ClickShare Button work with USB 3.0 ports?

The ClickShare Button is a USB 2.0 device. It will work on a USB 3.0 port as well.

Do I need admin rights on my laptop to use ClickShare?

No, you do not need admin rights on your laptop to use ClickShare.

Do you offer remote administration capabilities to maintain and configure the Base Units collectively?

No, our first release does not offer remote or collective administration capabilities.

Do you offer a rack mount kit and what is included?
Yes, we offer a 19" rack mount kit. This kit includes the rack mount, mounting screws and extension cables to bring the antennas to the front of the rack.

Wireless Network

Can I detect the network of the ClickShare Base Unit when I scan for wireless networks?

That depends on the configuration of the Base Unit: you can select whether the SSID (Service Set Identifier) is broadcasted or not. If the SSID is broadcasted, the network will appear in your list of wireless networks. If the SSID is not broadcasted, it depends on your operating system and the software you use to scan for wireless networks or devices. At most, a network called "SSID not broadcasted" or "Hidden WLAN" (or something similar) will show up in the list of wireless networks. By default, the SSID is not broadcasted.

Can I connect to the Base Unit using my laptop's wireless connection?

To connect to the Base Unit's built-in wireless access point, you need to know its SSID and password. When connected, this link can only be used for administration purposes.

What about interference with other wireless devices?

ClickShare works in both the 2.4GHz and 5GHz band. This leaves you with many channels to choose from. The web interface of the Base Unit allows you to manually select the most appropriate channel to be used by the system.

Do you support Bluetooth?

No, we only support IEEE 802.11 a/b/g/n, commonly called Wi-Fi.

What prevents the shared content from being seen or accessed if the application on the Base Unit is hacked over the network? Is this possible?

There are two levels of security on ClickShare. First of all, the network between the Base Unit and the ClickShare Buttons is protected with WPA2-PSK authentication. In the unlikely case that this would be hacked, we arrive at the second level of encryption: the content itself that is sent over the network is also encrypted. Next to that, it is also interesting to note that we are not sending the file itself over the network, but only snapshots of the laptop's screen.

Is it possible to extend the distance of the wireless network range between the Base Unit and ClickShare Button with a repeater?

No, it is not possible to do that in the first release of the product.

Is it possible to limit the signal strength of the wireless network of the Base Unit?

No, it is not possible to do that in the first release of the product.

Do you offer an antenna extension cable?

No. Note that extending the antenna with an extension cable has an impact on the quality of the signal. This signal quality depends on the quality of the extension cable and the extension distance.

What is the type of antenna connector on the Base Unit?

The type is RP-SMA. Note that it is not permitted to use other antennas than the ones provided with the Base Unit.

How many Base Units can I install within each other's range?

As with other wireless networks based on IEEE 802.11, this depends heavily on the existing environment, meaning infrastructure of the building and other wireless networks and devices that are sharing the spectrum with the ClickShare Base Units. It will also depend on the type of content that is shared, using the ClickShare Buttons.
As a reference,1 ClickShare Button sharing HD video will consume approximately 8-10Mbps. The maximum physical rate of the Wifi module of the ClickShare Button is 65Mbps.

How many WiFi channels are available?
The number of available channels depends on the geographical region.

Channel number	Channel centre frequency (MHz)	Europe	United States Canada	China South Korea Taiwan	Japan
1	2412	X	X	X	X
2	2417	X	X	X	X
3	2422	X	X	X	X
4	2427	X	X	X	X
5	2432	X	X	X	X
6	2437	X	X	X	X
7	2442	X	X	X	X
8	2447	X	X	X	X
9	2452	X	X	X	X
10	2457	X	X	X	X
11	2462	X	X	X	X
12	2467	X			X
13	2472	X			X
36	5180	X	X		X
40	5200	X	X		X
44	5220	X	X		X
48	5240	X	X		X
149	5745		X	X	
153	5765		X	X	
157	5785		X	X	
161	5805		X	X	
165	5825		x		

All Wifi channels used by the ClickShare system are 20 MHz wide.

Do you offer DFS (Dynamic Frequency Selection) channels?
No, we do not offer DFS channels.

Troubleshoot

When I play a video on my laptop, ClickShare shows a black screen instead. How can I solve this?

If you are playing HDCP content, ClickShare will show a black screen because of HDCP regulation. If you are playing a regular video, it is possible that the video player is using overlays, which prevents the ClickShare application to screen scrape the image.

When you disable the overlay setting in your video player, the video will be shown on the central display. Please refer to the manual of the video player for instructions on how to change this setting.

When I look at my wireless networks, I cannot find the wireless network of the Base Unit.

By default, the SSID of the Base Unit is hidden. How you can connect to a wireless network with hidden SSID, depends on the operating system of your laptop. You can find instructions for your operating system online. The default SSID and password to connect to the Base Unit are available in the manual for IT and Facilities.

In Windows XP, I cannot see the ClickShare drive in the window "My Computer".

This problem might be caused by a known issue of Windows XP. You can find more details and the appropriate solution via this **link**